IN THE CLAIMS:

1.   (currently amended)   A computerized method for self-directed guidanceing of equipment service personnel while at an equipment work site through a plurality of tasks for troubleshooting the health of a selected system of a selected equipment, while present at an equipment work site, to determine the nature and extent of service needed for such system, said guidance being provided in direct response to the service personnel selection and input for guidance needed based on the personnel's interaction with the equipment, said method comprising:

providing a database comprising detailed data for health assessment and servicing of a selected equipment and system thereof, and an expert rule-based troubleshooting wizard for eliciting information regarding the selected equipment and system and for providing troubleshooting instructions to determine the nature of the equipment fault and the servicing required for the selected equipment and system;

providing an hand-held wireless input/output device for the service personnel at the work site for communicating with the database;

selecting the equipment and the system thereof to be serviced;

accessing the database to interface with the troubleshooting wizard for the selected equipment and system;

providing in response to a set of prompts communicated to the equipment service personnel from the troubleshooting wizard at least one set of observations selected from the group comprising operational performance of the selected equipment, operational performance of the selected system, and fault indications detected in the equipment and system, wherein the set of prompts from the troubleshooting wizard is provided solely in response to the selection and input of the service personnel via the input/output device; and

processing said observation information relative to the troubleshooting wizard to determine based on said troubleshooting wizard and said equipment service personnel, without the need for external intervention, whether or not said

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selected equipment and system needs to be serviced, and if so the nature and extent of that service.

2.   (original) The method of claim 1 wherein the troubleshooting wizard is downloaded to the input/output device for performing the servicing activities.

3.   (original) The method of claim 1 wherein the input/output device communicates with the database after completion of the servicing activities to transfer information regarding the servicing of the selected equipment and system back to the database.

4.   (original) The method of claim 1 wherein the input/output device is in communication with the database during the servicing activities

5.   (original) The method of claim 1 wherein the input/output device interfaces with the troubleshooting wizard while the wizard is resident in the database.

6.   (original) The method of claim 1 wherein the input/output device is selected from the group comprising an Internet terminal, a computer terminal, a telephone and a radio transceiver.

7.   (original) The method of claim 1 wherein the input/output device communicates to the database via wireless communications.

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8. (currently amended) A computerized system for <u>self-directed</u> guid<u>ance</u>ing <u>of</u> equipment service personnel ~~while at an equipment work site~~ through a plurality of tasks for troubleshooting the health of a selected system of a selected equipment<u>, while present at an equipment work site,</u> to determine the nature and extent of service needed for such system<u>, said guidance being provided in direct response to the service personnel selection and input for guidance needed based on the personnel's interaction with the equipment</u>, said system comprising:

a database comprising detailed data for health assessment and servicing of a selected equipment and system thereof, and an expert rule-based troubleshooting wizard for eliciting information regarding the selected equipment and system and for providing troubleshooting instructions to determine the nature of the equipment fault and the servicing required for the selected equipment and system;

a<u>n</u>~~n~~ <u>hand-held wireless</u> input/output device <u>for the service personnel</u> at the work site for communicating with the database and selecting the equipment and the system thereof to be serviced;

a data management module for accessing the database to interface with the troubleshooting wizard for the selected equipment and system and supply, in response to a set of prompts <u>communicated</u> to the <u>equipment service</u> personnel from the troubleshooting wizard, at least one set of observations selected from the group comprising operational performance of the selected equipment, operational performance of the selected system, and fault indications detected in the equipment and system<u>, wherein the set of prompts from the troubleshooting wizard is provided solely in response to the selection and input of the service personnel via the input/output device</u>; and

a processor configured to process said observation information relative to the troubleshooting wizard to determine <u>based on said troubleshooting wizard and said equipment service personnel, without the need for external intervention,</u> whether or not said selected equipment and system needs to be serviced, and if so the nature and extent of that service.

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9.   (original) The system of claim 8 wherein the input/output device communicates with the database after completion of the servicing activities to transfer information regarding the servicing of the selected equipment and system back to the database.

10.   (original) The system of claim 8 wherein the input/output device is in communication with the database during the servicing activities

11.   (original) The system of claim 8 wherein the input/output device interfaces with the troubleshooting wizard while the wizard is resident in the database.

12.   (original) The system of claim 8 wherein the input/output device is selected from the group comprising an Internet terminal, a computer terminal, a telephone and a radio transceiver.

13.   (original) The system of claim 8 wherein the input/output device communicates to the database via wireless communications.

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